Preparing for a Telehealth Appointment using a Link

SCAN ME

Patients at Upstate Medical have two ways to join a telehealth appointment. The first option is to join by using the **Join WebEx Meeting** link in an email or text invite you received and follow the instructions as they appear. The second option is to download the **Cisco WebEx Meeting** app and enter a Meeting ID. The Cisco WebEx web app supports the following browsers: Chrome, Chromium, Edge, Firefox, Internet Explorer and Safari. **Scan on the QR Code** to download the app from **Google Play.**

Getting Started

You must have **Cellular** or **Wi-Fi data** enabled.
In your **Settings> Wi-Fi,** have a network on and connected, or in Cellular, have **Cellular Data On**.
*Network and data charges will apply.

Click on the **Join WebEx** meeting link in the Email, phone, or text/ invite to enter the meeting.
You may need to enter the password or **Meeting ID** sent with the invite to the meeting (if applicable.)

Set Up

Follow instructions on your screen to allow **WebEx Meet** to access the microphone and video.
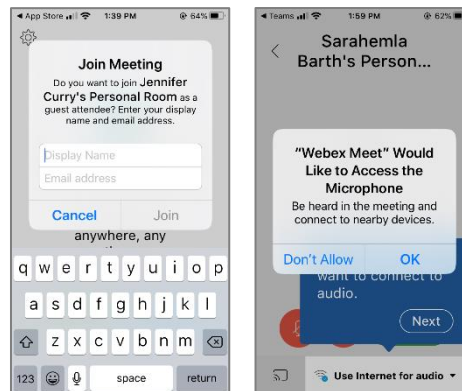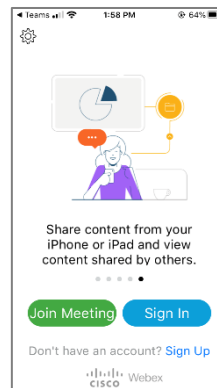
Options

To join the appointment with your audio muted, tap ⌀ . You see ⌀ when your microphone is muted.
Tap ⌀ when you want to speak.
To join the appointment with your video turned off, tap ▣ . You see ▣ when your video is off.
Tap ▣ when you want to show your video.

Essentials

Start my Video: Click the camera icon to allow the host to see you.

Leave the Meeting: Clicking on this button will allow you to leave the meeting.

Support

For additional troubleshooting visit Cisco WebEx Support at the Help Center.

https://help.webex.com/ld-nyw95a4-CiscoWebexMeetings/Webex-Meetings#Join-Meetings

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Preparing for a Telehealth Appointment using the App

The second option is to download the **Cisco WebEx Meeting** app and enter a Meeting ID. The Cisco WebEx web app supports the following browsers: Chrome, Chromium, Edge, Firefox, Internet Explorer and Safari. **Scan on the QR Code** to download the app from **Google Play.**

Getting Started

Download the WebEx app by using your Camera phone and holding it over the **QR code** above. When prompted, download the app.

Set Up

Click on the app to open and enter the **Meeting ID** or **URL** you were given in a letter, email or text.

Follow instructions on your screen to allow **WebEx Meet** to access the microphone and video.

Options

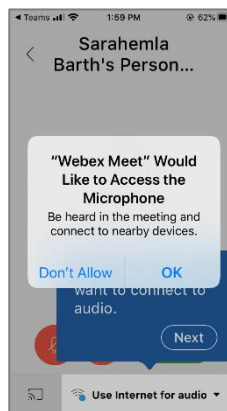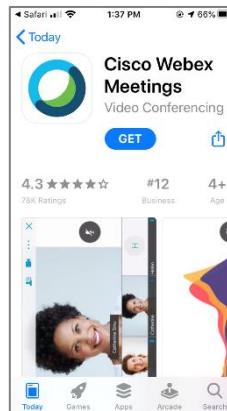To join the appointment with your audio muted, tap .

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Support

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https://help.webex.com/ld-nyw95a4-CiscoWebexMeetings/Webex-Meetings#Join-Meetings

Call one of the numbers under **Join by phone**. This is a good option if you aren't connected to a network for video. After you join, you can hear everyone talking in the meeting but not their video or content that they're sharing.